

Job Title:	Microsoft Dynamics 365 Consultant
Department:	Projects
Reports to:	Operations Manager
Location:	Brighton office and from time to time client sites nationwide

About Cloud9 Insight

Cloud9 are a top tier Microsoft Gold partner that is highly respected within the Microsoft Community and globally by Microsoft, being a Presidents Club award winner for their service to clients and success with projects.

We are recognised for our investment in people and have won awards for this in 2019. Cloud9 is a great place to confidently reach your highest potential through coaching, learning and development as well as career development. All our clients are fast growing successful businesses around the UK. The business has been going for 8+ years and is Brighton based. We enjoy modern air-conditioned offices with private kitchen next to Preston Park in Brighton.

Cloud9 Core Values

Positivity, Fun, Be the Best, Knowledge Sharing, Learning & Development

The Role

To deliver client projects and training as directed. To work as part of a team to gather, design, manage and train clients for go live. To take ownership and work on internal strategic projects as required.

Responsibilities

- Facilitate and gather requirements for client CRM related projects
- Advise client on best practice relating to their processes, and business transformation.
- Support Cloud9 team and client with planning to deliver project vision
- Write up client requirements, and entity Design
- Support configuration and testing of client solutions
- Project Management as required from time to time including preparation and delivery of client communications
- Collaborate with Cloud9 team to share knowledge and insight
- Advise clients on best practice use of Dynamics 365
- Face to face training and supporting clients with webinars
- Working on internal strategic projects through to completion
- Support with Pre-sales when required
- Assist Support team when required
- Strategic input to support Cloud9 business success and growth
- Support on-going refinement of company processes and project methodology

- Management of resources and accurate estimation to achieve time and budget expectations (may include client, associates or Internal resources)
- Ensure Microsoft certifications are current and up to date at all times
- Any other task or project as directed to support Cloud9 success

Qualifications & Experience

- 2 years or equivalent consulting experience for Microsoft Dynamics 365
- Confidence in undertaking requirements gathering on client sites
- Experience with training clients on site and remotely
- Solution Design & Architecture experience
- Preference for some SME Project experience
- Preference for some Sales or Presales experience
- Desirable for working knowledge of Scribe and SQL

Person Specification

- Logical and organised including ability to organise own and others to achieve deadlines
- Technical with a keen interest in keeping up to date with technology
- Great attention to detail with accuracy and love of perfection
- Ability to self-learn and self-motivated to keep current with latest updates
- Strategic thinker, to understand what makes a business successful
- Customer orientated with the ability to develop good long-term relationships with clients, contacts and partners
- Great communication skills, written and verbal and facilitation
- Interest in teaching others and sharing knowledge
- Positive thinker, happy to try new things with view to learning
- Interested in innovation, creativity and entrepreneurship